ROLE DESCRIPTION

Superintendent, Operations, Work & Education

Portfolio	Communities and Justice
Department	Department of Communities and Justice
Division/Branch/Unit	Corrective Services NSW, Community Industry & Capacity, Work & Education
Location	Windsor
Classification/Grade/Band	Superintendent
Role Number	51012048
ANZSCO Code	2119192
PCAT Code	139100
Date of Approval	**Ref: CS0550**
Agency Website	www.dcj.nsw.gov.au

Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.

Agency overview

The Department of Communities and Justice (DCJ) is the lead agency in the Communities and Justice Portfolio. Communities and Justice aims to achieve a safe, just, and inclusive New South Wales (NSW) by operating an effective legal system; increasing access to social and affordable housing; protecting children and families; addressing domestic and family violence; promoting public safety; reducing reoffending; and supporting community harmony and social cohesion.

DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community by providing services that are effective and responsive to community needs.

Primary purpose of the role

The role supports the Assistant Commissioner Work & Education by providing high level operational and strategic advice on matters affecting correctional centres as well as any consequential decision making and implementation of strategies and initiatives to deliver Work & Education core objectives, including, key performance indicators (KPIs), key trends and emerging issues.

Key accountabilities

- Manage and undertake special projects and strategic audits of complex systems, operations and processes, and provide sound operational support to senior management.

- Identify and manage a range of issues in relation to operational, regulatory and legislative, that impact on CSNSW and Work & Education operations.

- Research and examine critical and emerging Work & Education issues and contribute to the development, establishment and implementation of policies and procedures.

- Identify, manage, and resolve complex production related issues

- Participate in the development and monitoring of the implementation of action plans in consultation with senior management to ensure efficient follow up of matters.
- Contribute to the implementation of approved project outcomes in liaison with key stakeholders to ensure the organisational operational objectives are achieved.
- Contribute to the development and implementation of programs and practices to promote community awareness and understanding of Work & Education operations.
- Mentor and provide managerial support to staff as part of the succession planning process.

Key challenges

- Managing multiple projects and ensuring timely delivery of outcomes and advice frequently on short notice within the budgeted time frames.
- Overcoming the constraints arising from extensive communication and negotiations with internal and external stakeholders whilst representing CSNSW on controversial issues and matters.

Key relationships

Who	Why
Internal	
The Work & Education Executive team	• For undertaking projects as assigned and communicating results and advice.
Assistant Commissioner Work & Education	• For reporting, guidance and leadership and to provide update of project outcomes.
Staff at all levels and within various branches across CSNSW, including Community Corrections, Contracts & Commissioning and Commercial Management.	• For research, inquires and exchanging information on project related matters. • For the carriage of internal and community projects.
Staff within the DCJ Shared Corporate, Legal and Policy branches	• For research, inquires and exchanging information on project related matters. • For obtaining advice on legislative and complex technical issues.
External	
Ombudsman's Office	• For follow up on inquiries initiated by that office and for providing information to clarify issues on behalf of CSNSW.
NSW Police and other law enforcement agencies	• For exchanging information and providing advice.
External Service Providers	• For gathering information and stats in relation to providing relationalinformation to the executive.

Role dimensions

Decision making

The Superintendent operates quite autonomously in relation to completion of assigned projects. Guidance and advice from the Assistant Commissioner Work & Education is sought on complex issues and where clarity is needed in the recommended course of action. The role is expected to provide authoritative and well-articulated advice for executive decision making.

Reporting line

Assistant Commissioner Work & Education

Direct reports

3+ Direct Reports

Budget/Expenditure

As per agreed operational budget allocation and as per approved Work & Education budget. Financial delegations are as per the delegation's manual.

Essential requirements

Current NSW Drivers licence with the ability and willingness to drive throughout NSW

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.
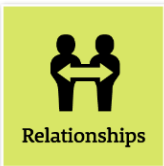
The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Remain composed and calm and act constructively in highly pressured and unpredictable environments • Give frank, honest advice in response to strong contrary views	Advanced

Capability group/sets	Capability name	Behavioural indicators	Level
		• Accept criticism of own ideas and respond in a thoughtful and considered way • Welcome new challenges and persist in raising and working through novel and difficult issues • Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues	
Personal Attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Model the highest standards of ethical and professional behaviour and reinforce their use • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act promptly on reported breaches of legislation, policies and guidelines	Advanced
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats	Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
Relationships	**Work Collaboratively** Collaborate with others and value their contribution	• Recognise outcomes achieved through effective collaboration between teams • Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government • Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions • Network extensively across government and organisations to increase collaboration • Encourage others to use appropriate collaboration approaches and tools, including digital technologies	Advanced
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply the expertise of key individuals to achieve organisational outcomes • Drive a culture of achievement and acknowledge input from others • Determine how outcomes will be measured and guide others on evaluation methods • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control business unit output to ensure government outcomes are achieved within budgets • Progress organisational priorities and ensure that resources are acquired and used effectively	Advanced
Results	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues	Advanced

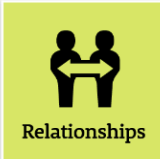| Capability group/sets	Capability name	Behavioural indicators	Level
		• Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria	
Business Enablers	**Project Management** Understand and apply effective planning, coordination and control methods	• Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects	Adept
People Management	**Optimise Business Outcomes** Manage people and resources effectively to achieve public value	• Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives • Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning • When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		• Ensure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public sector context • Monitor performance against standards and take timely corrective actions • Keep others informed about progress and performance outcomes	

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specificcapability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role is not relevant for recruitment purposes however may berelevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability Group/Sets	Capability Name	Description	Level
Personal Attributes			
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Advanced
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
Relationships			
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
Results			
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept

COMPLEMENTARY CAPABILITIES			
Capability Group/Sets	**Capability Name**	**Description**	**Level**
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
People Management	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Adept
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept